

August 30, 2022



Connecting the Dots...

Maximizing Resources as a CTC

2022 Annual Transportation Disadvantaged Training Workshop & Expo

Sheri Coven, Cambridge Systematics

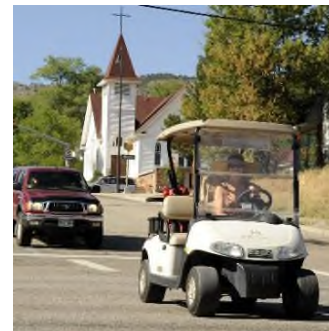
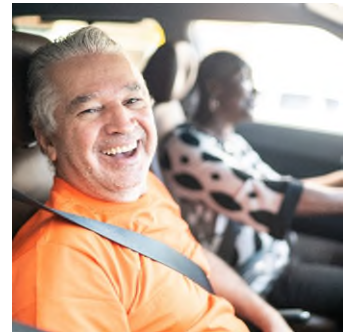
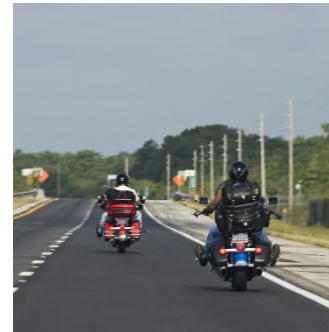
Safe Mobility for Life Coalition – Mobility Independence Focus Area Team

Who is an Aging Road User?

- > Driver
- > Passenger
- > Pedestrian
- > Bicyclist
- > Transit-rider
- > Motorcyclist
- > Operator of a non-motorized vehicle

50 years of age or older

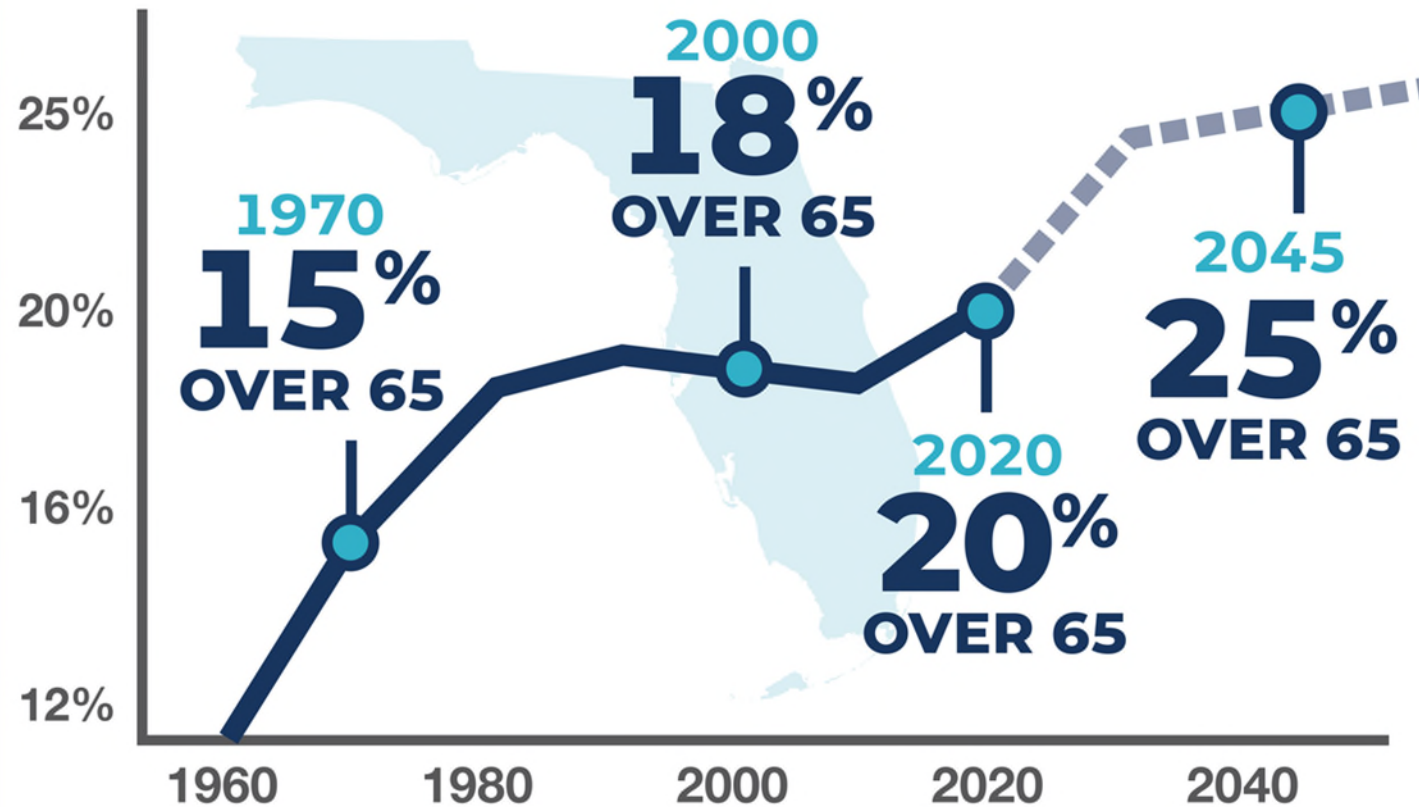
with a special focus on the **65 year and older age group*



Population Projections



Florida Population: 65 & Older



Sources: U.S. Census Bureau / Bureau of Economic
Business Research at University of Florida

Working Together – One Statewide Goal

To improve aging road user safety and mobility in Florida by achieving a reduction in their fatalities and serious injuries while maintaining their safe mobility and connection to the community.



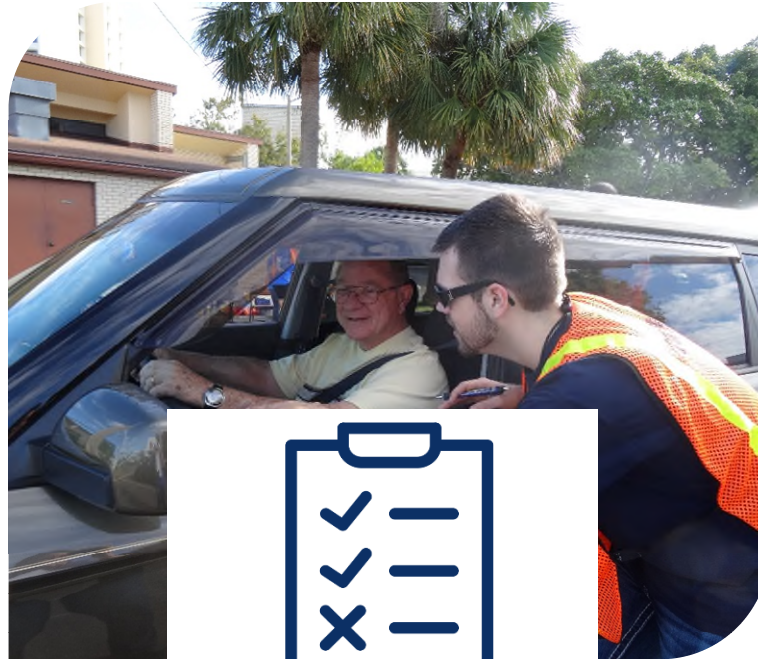
Integration with State Plans & Initiatives



The Keys to Achieve Safe Mobility for Life



UNDERSTAND
the impact aging
has on driving



BE PROACTIVE
about safe
driving skills



PLAN
for a safe transition
from driving

Outreach and Positive Messaging



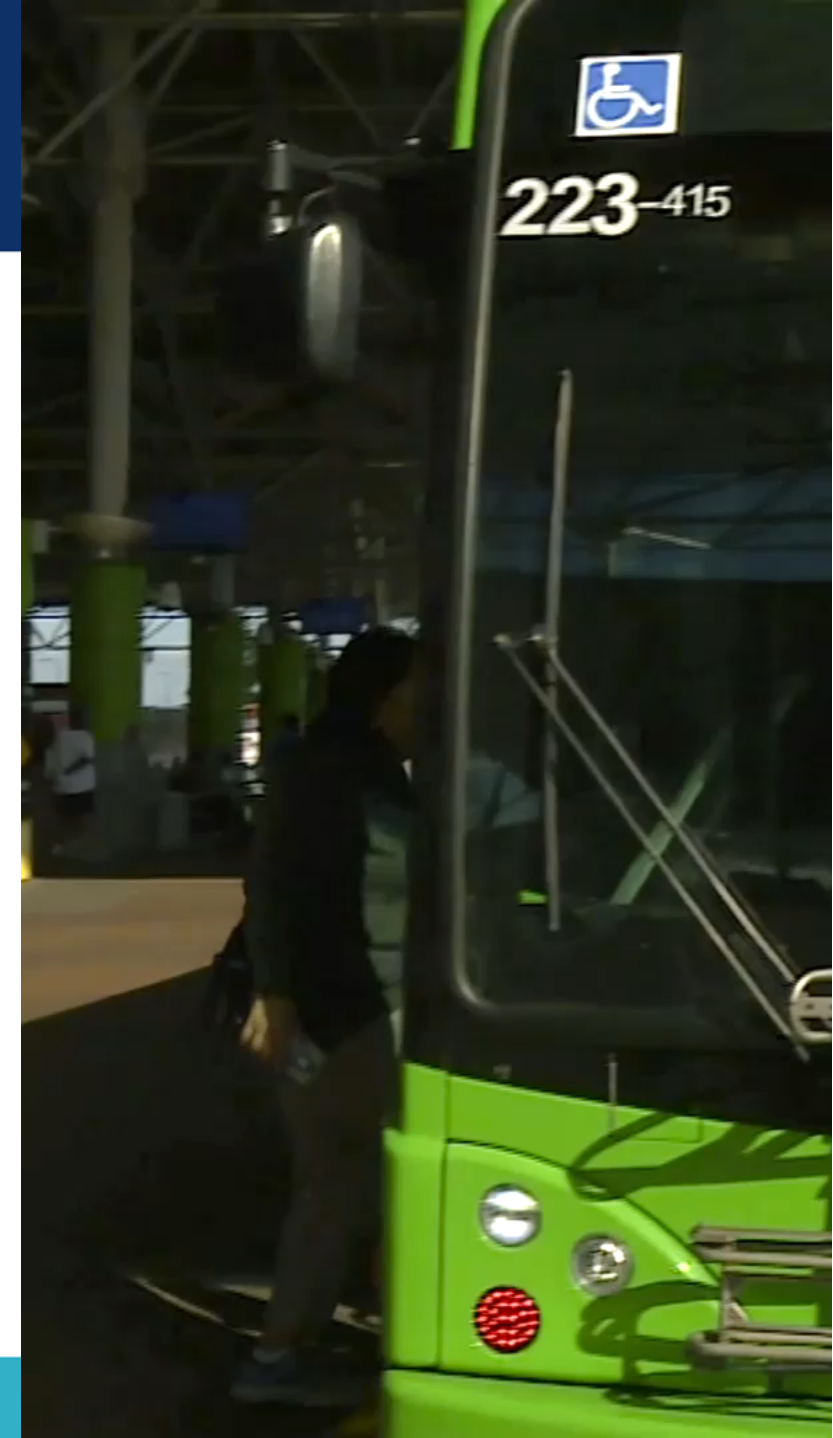
- > Empower Florida's aging road users through positive messaging.

Helping Floridians achieve

mobility independence

so they can stay safe, mobile, and connected to their communities using all modes.

- > **Exploring transportation options** beyond a personal vehicle
- > **Safe access** to the places people need and want to go



Key Stakeholders



Older
Adults

Aging Service
Providers

Family Members
& Caregivers

Engineers &
Planners

OUR STAKEHOLDERS

Health Care
Providers

Communities &
Local Government

Law Enforcement &
Licensing Agencies

Transportation
Providers



Resources for Collaboration



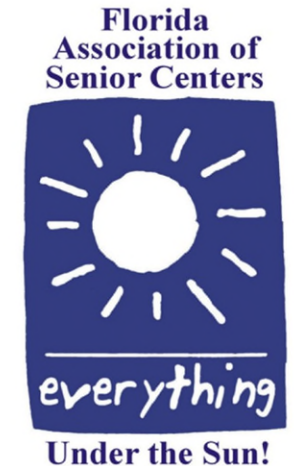
Team Lead:

Gabe Matthews,
FDOT Transit Office

Team Goal:

Educate Floridians on how to access and use transportation options to keep them safe, mobile, and independent in their communities.

Mobility Independence Team



Mobility Independence Resources



Objective 5.1:

- > Increase aging road users understanding of the range of transportation options to accommodate their need for safe, accessible, and affordable transportation.

For more resources, visit:
SafeMobilityFL.com

How to Use Find a Ride Florida



Find a Ride Florida is an online listing of transportation service providers across Florida's 67 counties.



Developed and maintained by
UF UNIVERSITY of FLORIDA
FindaRideFlorida.org

FindaRideFlorida.org

Learn How to Achieve Mobility Independence

Florida's Safe Mobility for Life Coalition
University of Florida Aging Road User Team



Mobility Independence Resources



Objective 5.2:

- > Increase the use of transportation options by aging road users.


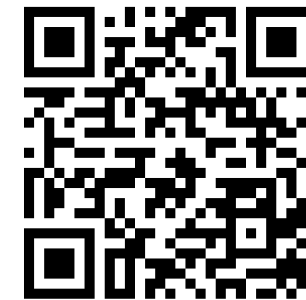


Mobility Independence Resources




Objective 5.3:

- > Increase awareness on the need and availability of dementia-friendly transportation services.



**SERVING
PEOPLE WITH
MEMORY LOSS**

Tips for Transit Drivers
Providing Dementia-
Friendly Transportation in
Florida



SafeMobilityFL.com

Community Partner Agreement



The **Community Outreach & Education** team developed the Community Partner Program to:

- > **Build** mutually beneficial relationships
- > **Connect** partners with tools to educate their communities
- > **Engage** and educate older adults

Community Partner Agreement



Community Partner by Stakeholder Type



Stakeholder Type	Number	Percentage
Road User	0	0%
Aging Service Provider	12	15%
Family Members & Caregiver	0	0%
Engineers & Planners	4	5%
Health Care Providers	8	10%
Communities & Local Governments	18	23%
Law Enforcement & Licensing Agencies	35	44%
Transportation Providers	2	3%

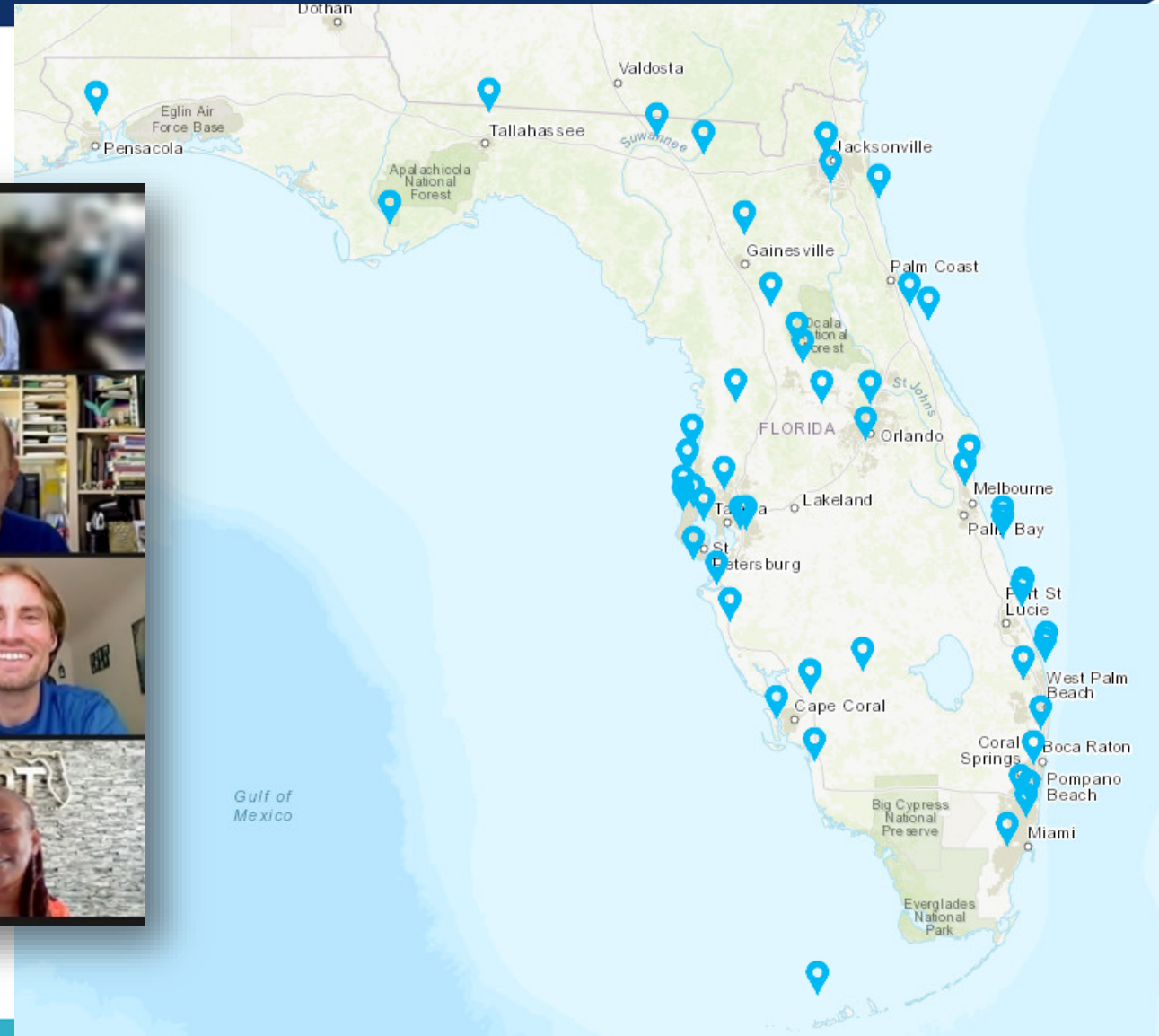
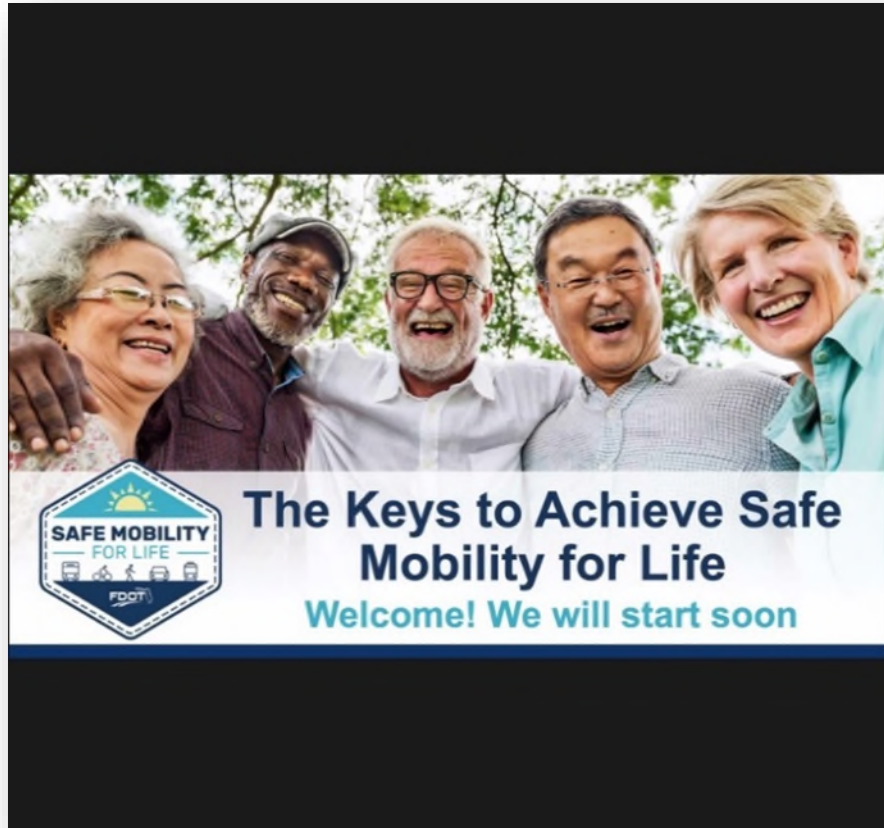
Community Partner Benefits



- > Print and digital resources to help efforts to educate older adults
- > Exclusive display materials and specialized toolkits for specific audiences (transportation providers, planners, etc.)
- > Customized workshops and events
- > Tailored quarterly communications with updates and resources



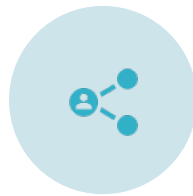
Community Partners Highlights



Call to Action



Become a
Community Partner



Order & distribute
materials from the
Resource Center



Connect our
strategic plans or
align resources



Sign-up for our
newsletter and
Listserv



Spread the word
and engage with us
on social media



Challenge yourself
to explore other
options



Questions?



SafeMobilityFL.com

Contact@SafeMobilityFL.com

1-833-930-5952



/SafeMobilityFL.com



@SafeMobilityFL



@SafeMobilityFL



/user/FlaSafeMobility



fdot.tips/stayconnected

August 30, 2022



Connecting the Dots...

Maximizing Resources as a CTC

2022 Annual Transportation Disadvantaged Training Workshop & Expo

Karen Deigl, Senior Resource Association

Safe Mobility for Life Coalition – Member and Community Partner



Partnering with FindaRideFlorida.org

Donna Schoenfelder, Find a Ride Florida Coordinator
University of Florida Aging Road User Team - Florida's Safe Mobility for Life Coalition

Annual Transportation Disadvantaged Training Workshop & Expo
August 30-31, 2022, Orlando, Florida

Our Team



- **Institute for Driving, Activity, Participation, & Technology (I-DAPT) University of Florida – Aging Road User Team**
- **Florida Department of Transportation – Safe Mobility for Life Team**



FindaRideFlorida.org



Find a Ride Florida

Low Vision Users

Standard

Black/White

White/Black

Yellow/Blue

Fill out the information below to find your transportation options in Florida

If you are a family member or caregiver, please complete the form on the rider's behalf.

Frequently Asked Questions



Traveling from: ?

Starting location

Traveling to: (optional) ?

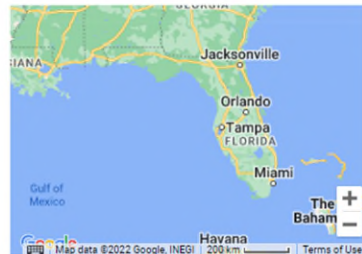
Destination

What is the purpose of the trip?

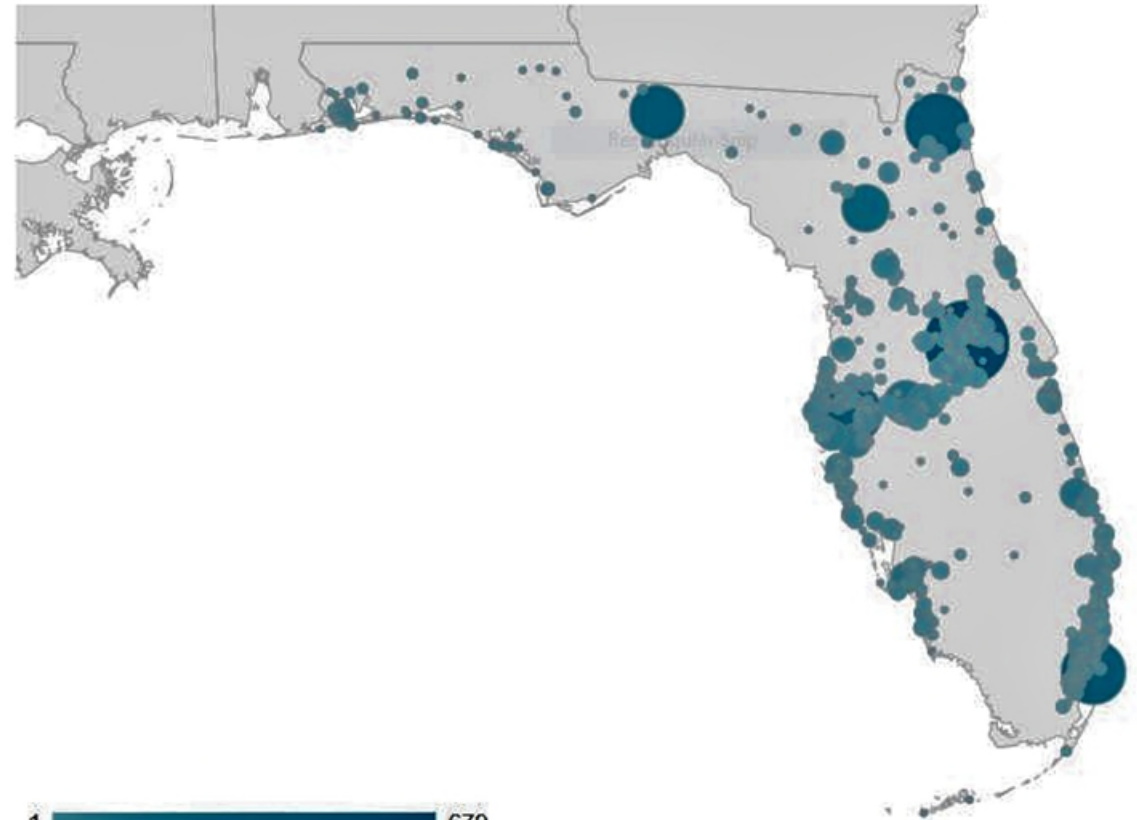
☐ Education ☐ Work ☐ Medical ☐ Other ?

Do any of the following apply?

☐ Age 60 or older ?
☐ Need escort to and from vehicle
☐ Need accommodation for wheelchair



Find a ride



How to Use Find a Ride Florida



- **Step 1:** Visit FindaRideFlorida.org
- **Step 2:** Browse and Understand Results
- **Step 3:** Choose your Transportation Provider

Step 1. Visit FindaRideFlorida.org



Find a Ride Florida

Low Vision Users

Standard Black/White White/Black Yellow/Blue

Fill out the information below to find your transportation options in Florida

If you are a family member or caregiver, please complete the form on the rider's behalf.

Frequently Asked Questions



Traveling from: ?

Orlando, FL, USA

Traveling to: (optional) ?

Destination


What is the purpose of the trip?

☐ Education ☐ Work ☐ Medical ☐ Other ?

Do any of the following apply?

☐ Age 60 or older ?
☐ Need escort to and from vehicle
☐ Need accommodation for wheelchair



 Find a ride

Step 2. Browse and Understand Your Results



Providers include:

- Public Transit
- Community Transportation Coordinator
- Travel Training
- Public Transportation
- Other Transportation Providers

[Learn How to Build Your Transit Ready Kit](#)

LYNX Local Bus Service - Central Florida Regional Transportation Authority
(407) 841-5969 (LYNX)
[More Info](#)

Community Transportation Coordinator for Orange County
(407) 423-8747 option 6
Florida's Community Transportation Coordinator's (CTCs) are responsible for coordinating transportation services to those who have been qualified as transportation disadvantaged.
[More Info](#)

Travel Training - Lynx
(407) 423-8747 (TRIP) Option 6
Travel Trainers will work with you individually or in a small group to teach you the skills you may need to travel confidently on your own.
[More Info](#)

Public Transportation
I-Ride Trolley
(407) 354-5656
Plan your trip with Google Transit.
[More Info](#)

A map of Orlando, Florida, showing major roads, highways, and landmarks. The map is centered on Orlando and includes labels for various areas like Lake Apopka, Winter Garden, and Lake Mary. A red pin is placed in the center of the map, indicating a specific location.

Step 3. Choose Your Transportation Provider



- Call the phone number listed.
- Click the “More Info” button to view additional details about their services.

LYNX Local Bus Service - Central Florida Regional Transportation Authority

Contact Info
Website: <http://www.golynx.com>
Email: inquiry@golynx.com
Customer Service: (407) 841-5969 (LYNX)
TDD Hearing Impaired: (407) 423-0787

For trip planning and route details, visit [Google Transit](#) or the [LYNX Local Bus Service - Central Florida Regional Transportation Authority website](#).

Eligible Riders
Americans with Disabilities Act Eligible, Cancer Patient, Disabled, Elderly, General Public, Transportation Disadvantaged, Veterans

Special Accommodations
Accommodation for wheelchair

Need Types Served
Education, Employment, Errands, Medical, Nourishment, Recreation, Shopping

Vehicle Types
Bus

Cost (Approximate)
One Ride: full fare is \$2.00. The discounted Youth and AdvantAge fare is \$1.00 for eligible passengers with a LYNX issued ID.
All Day: full fare is \$4.50. The discounted Youth and AdvantAge fare is \$2.25 for eligible passengers with a LYNX issued ID.

Hours of Operation
Contact the transportation provider.

Customer Service Hours
8AM to 8PM Monday - Friday
8AM to 6PM Saturday - Sunday

Type of Schedule
Fixed Schedule

Type of Route
Fixed-Route

Other Comments/Information
LYNX provides public transportation services for Orange, Seminole and Osceola counties. Small portions of Polk and Lake counties are served as well.

Other LYNX services include FASTLINK, a weekday morning and afternoon commuter service designed to provide quicker service by reducing stops along specific corridors; LYMMO, a free downtown Orlando circulator; NeighborLink, a flex-service aimed to make it easier for residents living in less-populated areas to make use of both local transportation and LYNX' local bus system; a commuter assistance Vanpool program; ACCESS LYNX paratransit Service; and Xpress service from Osceola and Lake county.

LYNX makes every effort to coordinate connecting bus schedules with SunRail train schedules. www.SunRail.com

The Blue Box - CTC



Community Transportation Coordinator for Orange County

Transportation provided by LYNX - ACCESS LYNX.

A Community Transportation Coordinator (CTC) is responsible for managing and providing services for the transportation disadvantaged population within a given service area. Not all CTCs are direct transportation service providers, however they are all able to help determine eligibility for transportation disadvantaged services.

Contact Info

Website: <http://www.golynx.com>
Email: inquiry@golynx.com .
Contact: Eligibility Department
(407) 423-8747 option 6

View Provider Info

Print

OK

Travel Trainers will work with you



Details may include:

- Contact Info
- Eligible Riders
- Special Accommodations
- Vehicle Types
- Hours of Operation
- Customer Services Hours
- Advance Notice Required

LYNX - ACCESS LYNX

Contact Info

Website: <http://www.golynx.com>
Email: inquiry@golynx.com
Main Line: (407) 423-8747 (TRIP)
ACCESS LYNX Eligibility: (407) 423-8747 Option 6
TDD: (407) 858-5612

For trip planning and route details, visit [Google Transit](#) or the [LYNX - ACCESS LYNX website](#).

Eligible Riders

Americans with Disabilities Act Eligible, Disabled, Elderly, Transportation Disadvantaged

Special Accommodations

Accommodation for wheelchair, Escort to/from vehicle

Need Types Served

Education, Employment, Errands, Medical, Nourishment, Recreation, Shopping

Vehicle Types

Mini-Bus, Wheelchair Van

Cost (Approximate)

Please visit the website for fares:
<https://www.golynx.com/plan-trip/riding-lynx/access-lynx/program-eligibility.html>

Hours of Operation

Sun: 8:00 AM - 5:00 PM
Mon: 8:00 AM - 5:00 PM
Tue: 8:00 AM - 5:00 PM
Wed: 8:00 AM - 5:00 PM
Thu: 8:00 AM - 5:00 PM
Fri: 8:00 AM - 5:00 PM
Sat: 8:00 AM - 5:00 PM

Customer Service Hours

8AM - 5PM Sunday-Saturday - for reservations call (407) 423-TRIP (8747) option 4; or you can use WebACCESS, a secure website that allows you to manage your trips 24/7.

Advance Notice Required

No more than seven days in advance, but not later than 5PM the day before service is needed.

Special Circumstances

Individuals who are interested in using ACCESS LYNX paratransit services must apply through a mail-in application process. <https://www.golynx.com/plan-trip/riding-lynx/access-lynx/access-lynx-application.html>

Type of Schedule

Call in Advance, Fixed Schedule

Type of Route

Door-to-Door

Other Comments/Information

Door-to-door service, pick up and drop off are at the door, offered for people not able to ride the regular fixed route buses. Transportation Disadvantaged and Americans with Disabilities Act riders must be registered for this service. Application can be downloaded from the website or requested to be mailed to your home, and needs to be completed by you and your Health Care Provider.

Frequently Asked Questions



Find a Ride Florida

Low Vision Users Standard Black/White White/Black Yellow/Blue

Fill out the information below to find your transportation options in Florida
If you are a family member or caregiver, please complete the form on the rider's behalf.

Frequently Asked Questions

Traveling from:

Orlando, FL, USA

Traveling to: (optional)

Destination

What is the purpose of the trip?

☐ Education ☐ Work ☐ Medical ☐ Other

Do any of the following apply?

☐ Age 60 or older

☐ Need escort to and from vehicle

☐ Need accommodation for wheelchair

Find a ride

Frequently Asked Questions



Frequently Asked Questions



Does FindaRideFlorida.org provide transportation services?



How do I use FindaRideFlorida.org?



What types of transportation providers may appear in my search results?



How do I learn more about using public transit?



How can a Community Transportation Coordinator help me?



What is the Transportation Disadvantaged Program, and would I qualify?



How can I find information about ADA paratransit services?



How can travel training help me?



Where can I find more information on how to achieve safe mobility for life?



I am a transportation provider, how do I get my company listed on FindaRideFlorida.org or update outdated information?



Learn How to Build Your
Transit Ready Kit



LYNX Local Bus Service -



ARE YOU TRANSIT READY?



Items to bring on your transit ride



Pack your things



Protect yourself



Relax on board



Maintain your routine



Prep your payment



Know your stops



Gather your necessities



Prepare for weather



See and be seen


View the full Transit Ready Kit and more public transit resources at fdot.tips/transit.




For more resources, visit:
SafeMobilityFL.com

SAFE MOBILITY FOR LIFE

How to Use Find a Ride Florida



Find a Ride Florida is an online listing of transportation service providers across Florida's 67 counties.




Developed and maintained by
UF UNIVERSITY of FLORIDA

FindaRideFlorida.org

Step 1: Visit FindaRideFlorida.org

Enter your starting location and destination. Select any additional criteria and click "Find a ride".

Traveling from: 

Starting location:

Use my current location: ☐


Traveling to: (optional)

Destination:

Step 2: Browse your results

Providers include your county's Community Transportation Coordinator, public transit agency, and private transportation providers. Below is an example of a results page to help find a provider that best fits your needs.

Ride options that meet your needs:
The Find a Ride button is located to the right of the results.
All results shown are subject to availability.

More info: 

Community Transportation Coordinator for Alachua County
352-273-9624

Step 3: Choose your provider

Call the phone number listed or click the "More Info" button to view additional details about their services.

Gainesville Regional Transit System (RTS)
Customer Services: (352) 354-7600
Plan your trip with GoWithTransit.

Need further assistance? Contact the Find a Ride Helpline at (352) 273-9624.

Para más recursos, visite
SafeMobilityFL.com

SAFE MOBILITY FOR LIFE

Cómo usar Find a Ride Florida



Find a Ride Florida es un listado en línea de proveedores de servicios de transporte en los 67 condados de la Florida.



Desarrollado y mantenido por
UF UNIVERSITY of FLORIDA

FindaRideFlorida.org

Paso 1: Visite FindaRideFlorida.org

Ingrese su lugar de inicio y destino. Seleccione cualquier criterio adicional y haga clic en "Encuentra un paseo".

Viajando desde: 

Lugar de inicio:

Viajando a: (opcional)

Destino:

Paso 2: Explore sus resultados

Los proveedores incluyen el coordinador de transporte comunitario de su condado, la agencia de transporte público, y los proveedores de transporte privado. A continuación hay un ejemplo de una página de resultados para ayudar a encontrar el proveedor que mejor satisfaga sus necesidades.

Opciones de viaje que satisfagan sus necesidades:
Los proveedores enumerados a continuación pueden ser una buena opción para su viaje. Consulte los resultados.
All results shown are subject to availability.

Encuentra tu transporte:
Coordinador de transporte comunitario para el condado de Alachua
352-273-9624

Paso 3: Elija su proveedor

Llame al número de teléfono en la lista o haga clic en "Más información" para ver detalles adicionales sobre sus servicios.

Sistema de tránsito regional de Gainesville (RTS)
Servicio al Cliente: (352) 354-7600
Planifica tu viaje con GoWithTransit.

¿Necesita más ayuda? Póngase en contacto con la línea de ayuda de Find a Ride al (352) 273-9624.

Educational Materials

www.safemobilityfl.com/ResourceCenter.htm



Call to Action



Notify FindaRideFlorida.org

- CTC changes
- TD Provider changes
- Provider Information changes
- Travel Training opportunities are available

Refer Floridians and Visitors

- FindaRideFlorida.org
- SafeMobilityFL.com

Tell us How we Can Help You

- What are your issues and challenges?
- Is there anything we can add to the FAQs to make your life easier?

Thank you!



Find a Ride Florida Helpline
(352) 273-9624

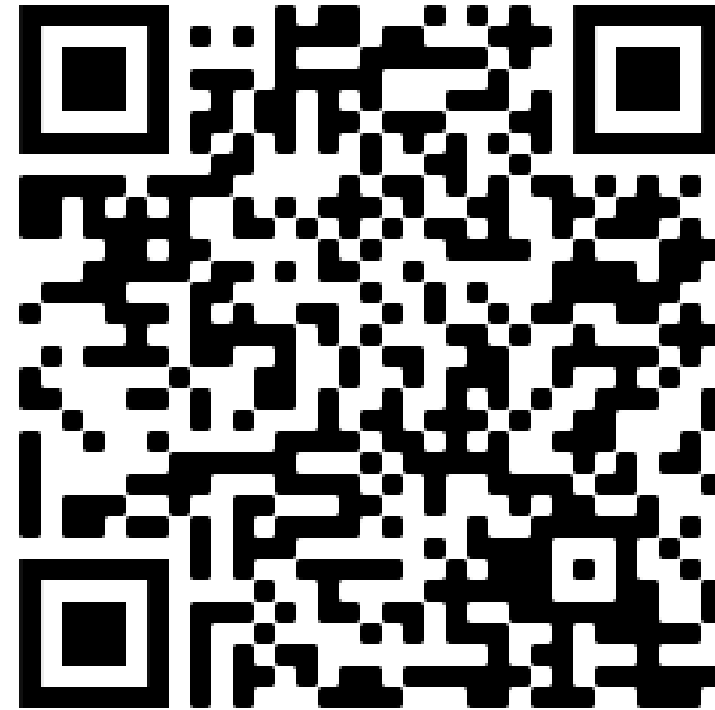
findarideflorida@phhp.ufl.edu

dschoenfelder@ufl.edu

Partnering with FindaRideFlorida.org



- Online Webinar Registration Link
- Thursday, October 27th, 2022, at 10 a.m.
- go.ufl.edu/farwebinar



Resources for Older Clients and Their Families

SPONSORED BY THE HEALTH RESOURCES AND SERVICES ADMINISTRATION
(HRSA)

Nicolette Castagna, RMHCI, MPH, CDP



Facts and Figures



- 50 million people live in the U.S. are 65 years and older
- 6.2 million people in the United States living with dementia
- Roughly 1 in 3 older adults aged 65+ are economically insecure.

In Florida:

- 32.5 percent of the population will be 60 and older by the year 2030



Meet Ida

- 78 years old
- Caring for husband with mild dementia
- Monthly income of \$1500
- Has an eye condition that led her to recently stop driving
- Calls to sign up for Dial a Ride and shares she:
 - Has high blood pressure and diabetes and sometimes struggles to pay for their medications each month
 - Can't leave her husband home alone

Meeting the Needs of Older Adults

Basic Physical Needs

Wellness

Mind Health and
Dementia Support



Help Is Available

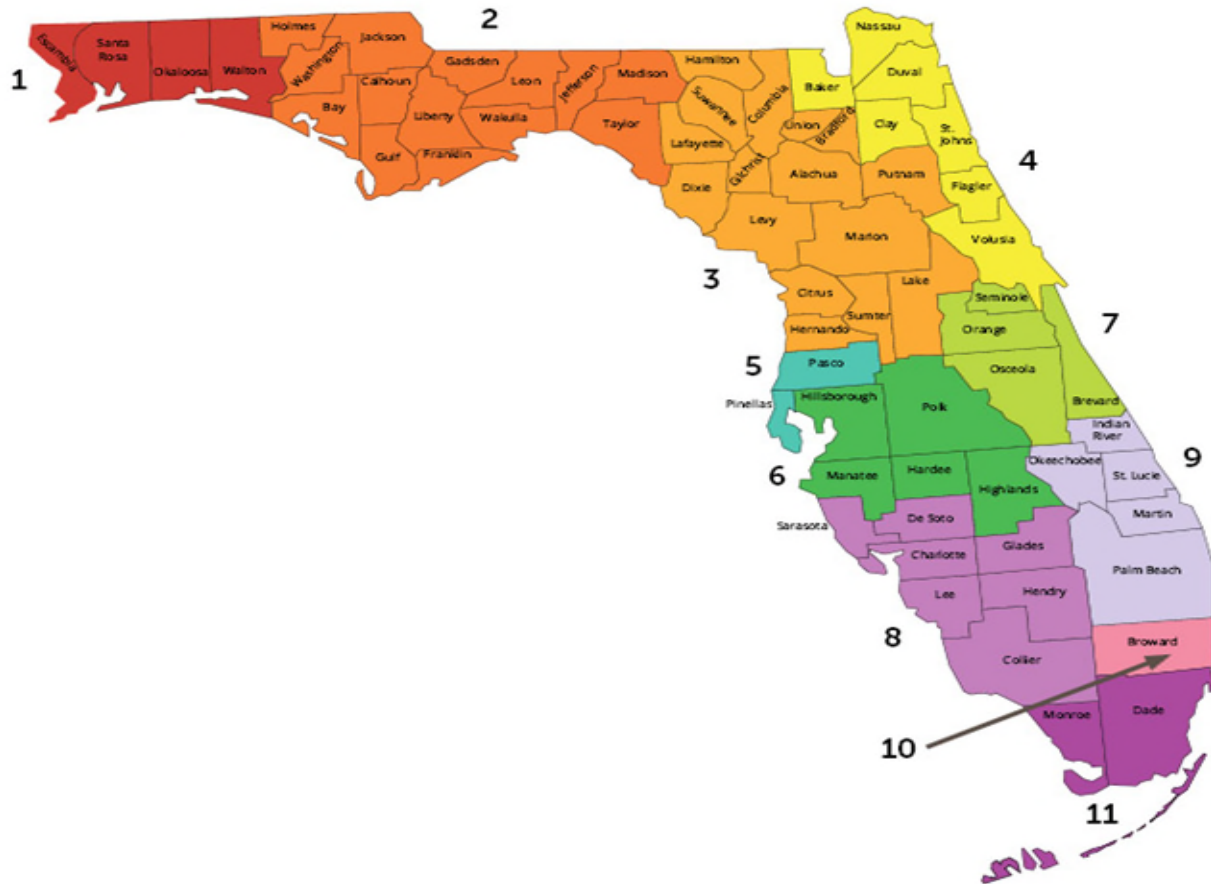
Programs Provide:

- Meals
- Access to Medicaid
- Supportive Social Services
 - Adult daycare
 - Housekeeping services
 - Companionship
 - Shopping assistance and more
- Caregiver Support
- Preventative Health Services
- Elder Abuse Prevention
- Transportation

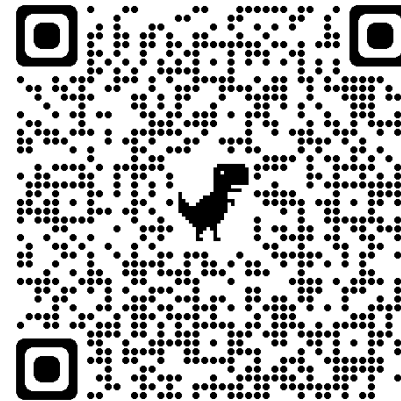


Elder Helpline
1-800- 963-5337

Find Your Region's Area Agency on Aging

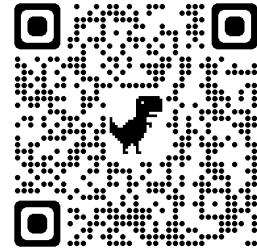


Elder Helpline
1-800-963-5337



Senior Centers

- Approximately 250 in Florida
- List by County on Dept of Elder Affairs website.
- Refer to Senior Centers for social engagement and access to programs related to:
 - Health
 - Nutrition
 - Education
 - Recreation





SYMPTOMS	WHAT TO LOOK FOR
Memory problems	Not remembering the time of their scheduled ride
Difficulty completing familiar tasks	Problems paying transit fare
Misplacing things and not being able to retrace their steps	Leaving their personal belongings behind
Confusion with location or passage of time	Anxious about missing their destination, e.g. "are we there yet?"
Challenges with vision and ability to judge distances	Not seeing how far their feet are from a step
Poor judgment or decision making	Attempting to move around while the vehicle is in motion

Dementia Education Resources for Transit Drivers

Passengers with Dementia Safe Transportation Tips

Six in 10 persons living with dementia will wander at least once.

Passengers with memory challenges should travel with:

- A form of identification that includes their name and current address
- Emergency contact information of their caregiver
- A card that lists their destination and the location's phone number

Families should be aware of Safe Return Programs such as **Scent Evidence** or **Project Lifesaver** and enroll their loved one.

REACH
Research & Education
for Aging, Community, and Health

SAFE TRANSPORTATION TIPS FOR CAREGIVERS AND PERSONS LIVING WITH MEMORY LOSS

When using transportation services for your relative or friend, a travel kit can help support a successful ride.

The person should travel with:

- A form of identification that includes their current address
- Emergency contact information of their caregiver
- A card that lists their destination and the location's phone number
- Water and a snack

Consider a medical ID bracelet

It can be common for persons living with memory loss to become lost at least once. Consider getting your relative or friend a medical ID bracelet to wear.

Enroll them in a safe return program

Enroll them in a safe return program that can aid in quick recovery if they are lost. Check out:

SCENT EVIDENCE scentevidencek9.com	PROJECT LIFESAVER bit.ly/EnrollProjectLifeSaver
--	---

Call the Alzheimer's Project to get connected with these resources 850-386-2778.

If someone goes missing, CALL 911 IMMEDIATELY

- Work with first responders by answering questions calmly and to the best of your knowledge.
- Offer tips to first responders that may help a person feel safe when they are located. Have a recent picture available.
- Be prepared with all the person's medical information.

VISIT US ONLINE AT REACH.MEDFOLLOW

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*The National Aging and Disability Transportation Center, Dementia, Caregiving and Transportation Toolkit: <https://www.nadtc.org/wp-content/uploads/2020/04/Dementia-Caregiving-and-Transportation-Toolkit.pdf>



Remember Ida?

- You gave her the Elder Helpline number [1-800- 963-5337](tel:1-800-963-5337) to learn more about programs that could help her family
 - Started receiving in-home companion services for husband
 - Enrolled in a Medicare Savings Program
 - Attends a caregiver support group once a month
- You mentioned you have heard good things about the local Senior Center
 - Uses paratransit to go to a weekly fitness class
 - Learned about a Diabetes mgmt. class through a flyer at the front desk

Contact us for training presentations, videos, and print materials.



REACH.med.fsu.edu

Nicolette Castagna

Nicolette.Castagna@med.fsu.edu

850-644-1506